

Moving Forward

Changing to meet tomorrow's needs today

"Without change, the current defense program will only become more expensive [and] without transformation, the U.S. military will not be prepared to meet emerging challenges," the Quadrennial Defense Review concluded in September 2001.

Our country faces disparate challenges that exert growing pressure to stretch human and fiscal resources. As part of our mission of providing responsive, professional finance and accounting services, DFAS people work aggressively to anticipate finance and accounting needs of the Department of Defense and to ensure DFAS is organized, equipped and prepared to meet those demands.

DFAS is answering this challenge by leaning forward to aggressively pave a clear path toward transformation. Through transformation DFAS intends to improve the services it delivers and to provide those services as economically as feasible. Providing best value to DFAS customers tomorrow means anticipating their needs today.

DFAS leadership understands we must examine all DFAS functions from the bottom up. This comprehensive view will identify what works, what can be improved, and how to continue to make DFAS the best value to the American taxpayers and DFAS customers.

To move out with a smart unified approach, DFAS has developed a transformation strategy to guide this important course of action. This process will take time and begins in FY 2003 with a business case analysis of each product line. Each analysis will generate a set of recommendations on the best way to transform DFAS to best serve our customers.

While DFAS transforms to support tomorrow's defense needs, we continue progress toward becoming a world-class finance and accounting organization. The strategic direction forged in 2001, focused and continued use of the Balanced Scorecard and an ongoing commitment toward managing DFAS operations through meaningful metrics make DFAS progress visible to Defense Department leaders and DFAS customers worldwide.

Delivering the best value to our customers requires continuous vigilance, compassionate service, uncompromising excellence and unquestioned integrity. It also demands DFAS people look to the future while building on the successes of the past. Built on the DFAS core values of integrity, innovation and service, the DFAS team is committed to moving forward. By working together to meet tomorrow's needs, the DFAS team continues to be Your Financial Partner @ Work.

Current as of January 2003

